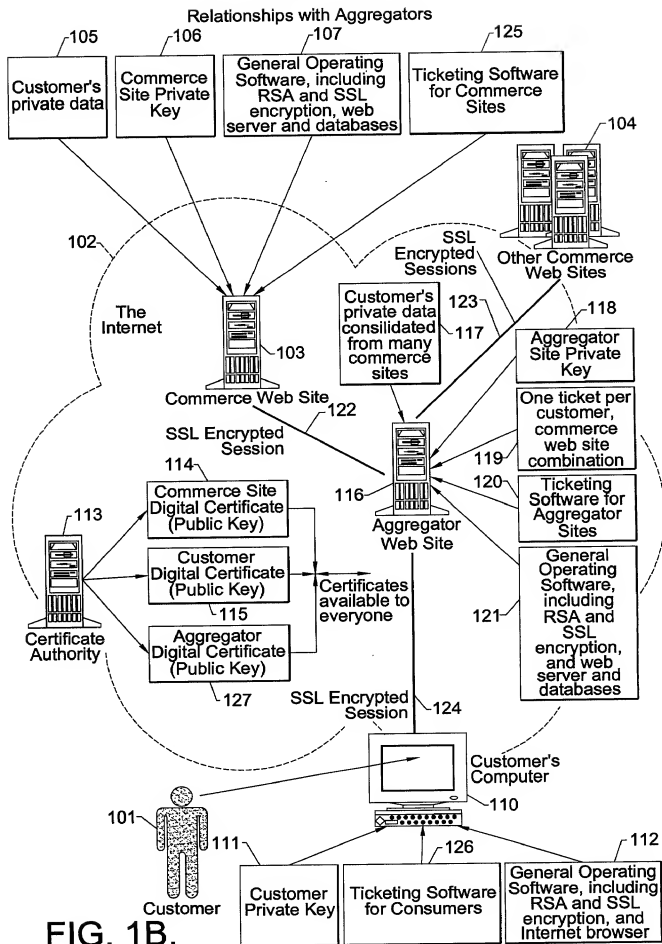
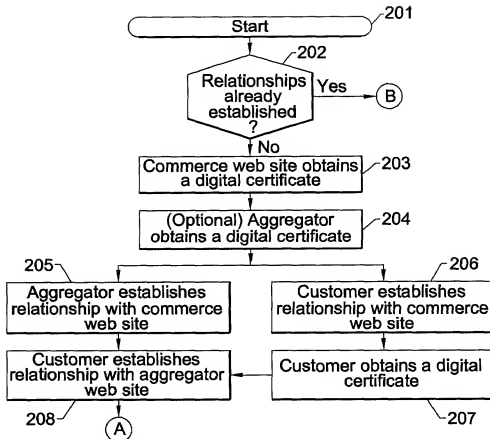


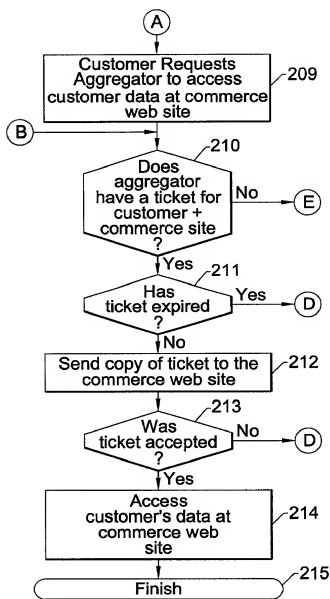
FIG. 1A.





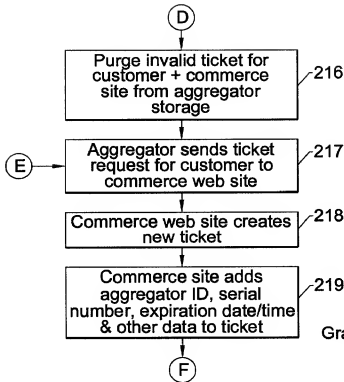
Detailed Ticket Granting & Use Flowchart

FIG. 2A.

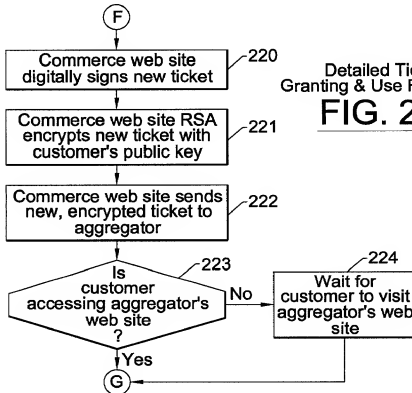


Detailed Ticket Granting & Use Flowchart

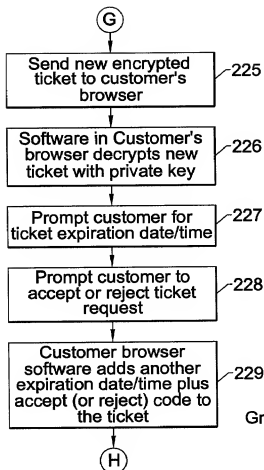
FIG. 2B.



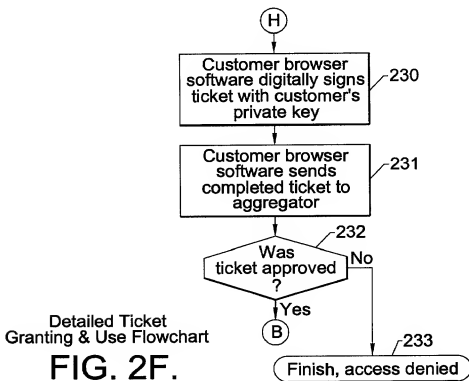
Detailed Ticket
Granting & Use Flowchart
FIG. 2C.

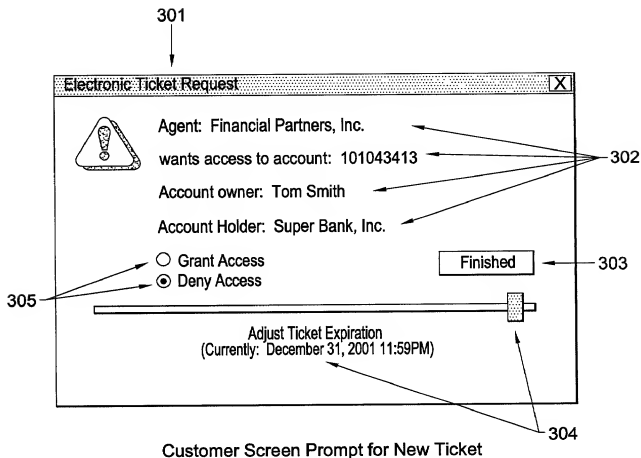


Detailed Ticket
Granting & Use Flowchart
FIG. 2D.

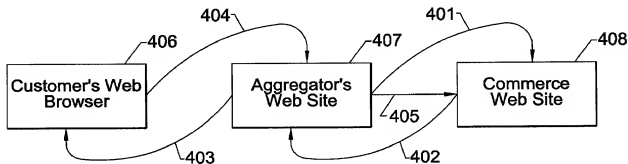


Detailed Ticket Granting & Use Flowchart
FIG. 2E.





Customer Screen Prompt for New Ticket

FIG. 3.

Simplified Flow of Ticket Request, Approval and Usage

FIG. 4.